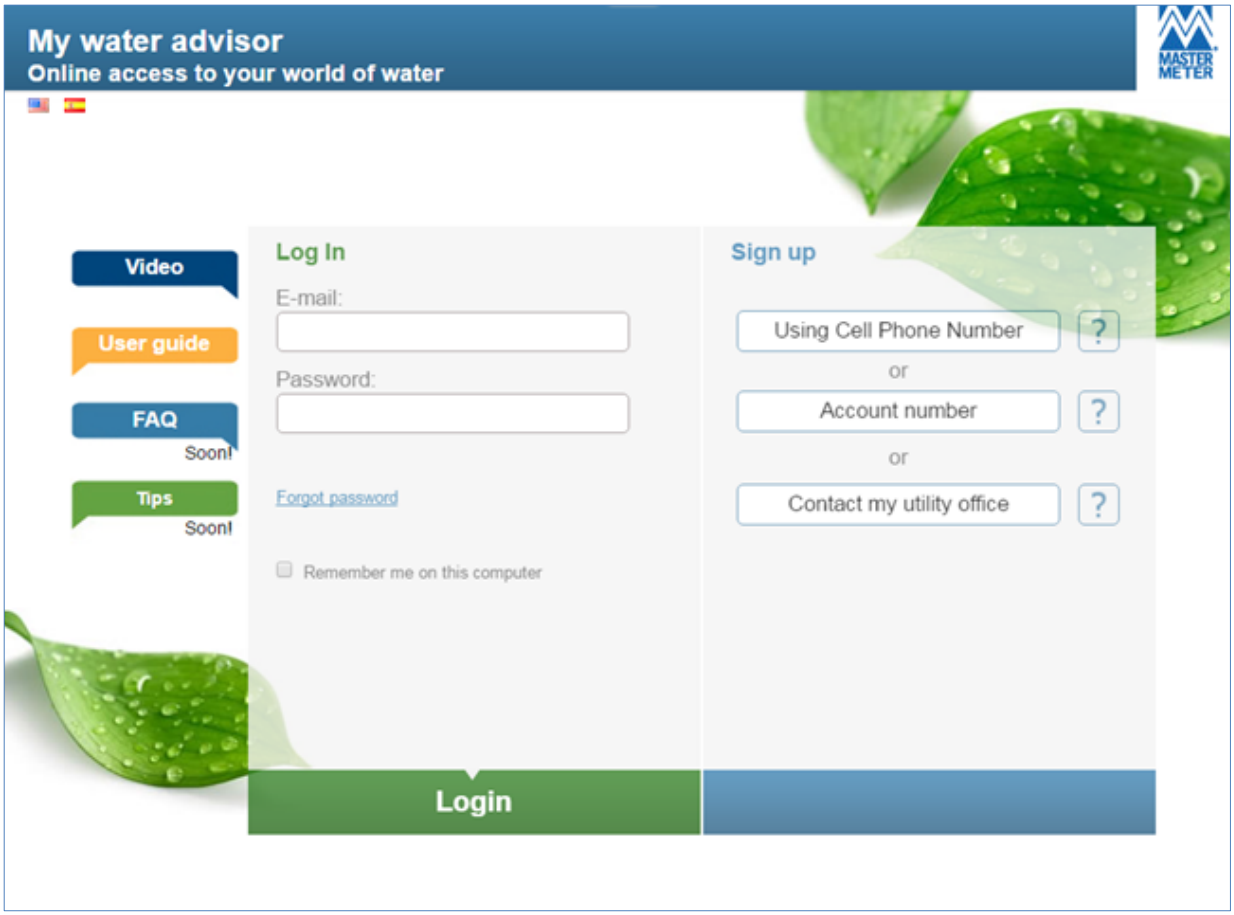
MY WATER ADVISOR™

USER GUIDE

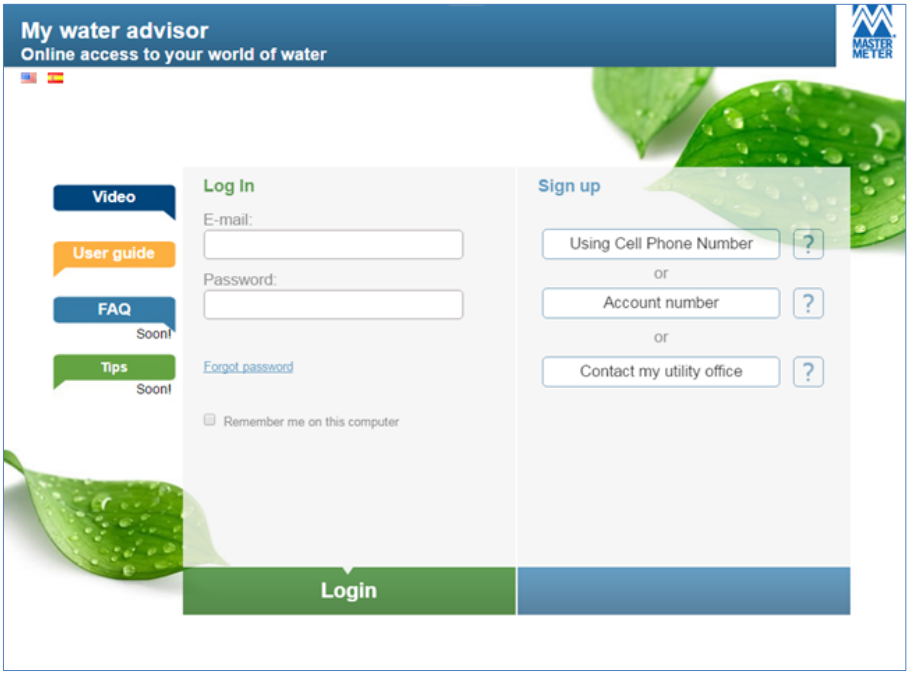


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CREATING AN ONLINE ACCOUNT

Sign Up Instructions

Utility customers can easily create an account through My Water Advisor's online portal by following these simple steps:



Please NOTE: The sign-up feature that allows you to create an account by using your cellular phone number, is not available at this time.

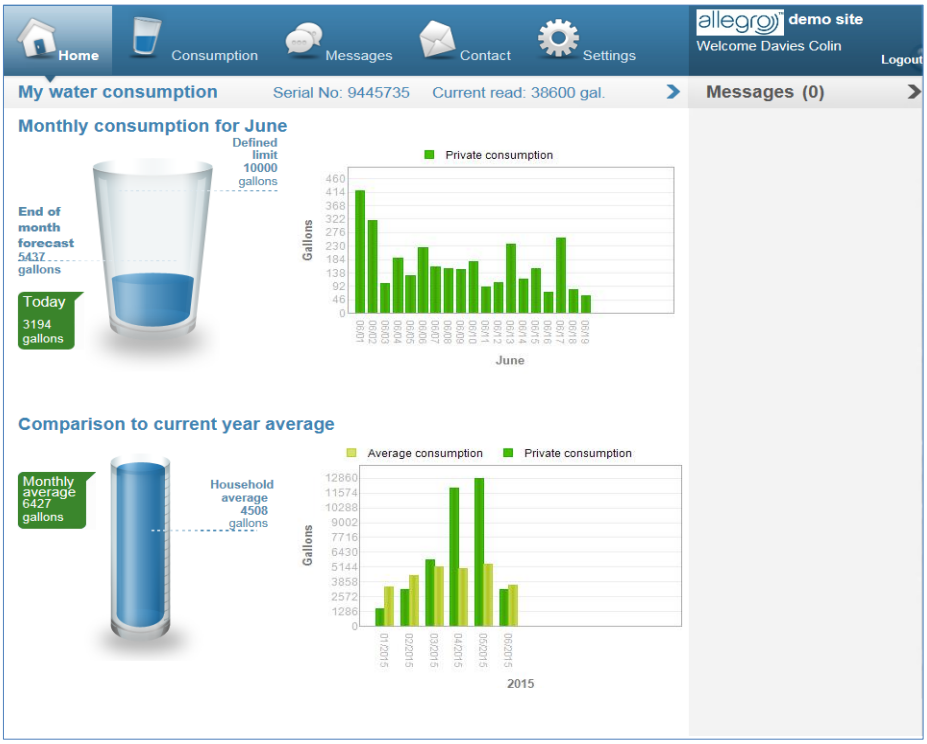
1. Click on the **Account Number** field, located in the **Sign-up** Window on the right portion of your screen.
2. Once selected, a new **Sign Up** window will appear. Enter your **Account Number**, as well as your **First name** and **Last name** currently listed on your water bill.
3. Enter a valid **Email Address** and create a **Password**

Once registered, you can access your account by computer or smartphone using your email and password

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MY WATER CONSUMPTION

Monthly Usage Data

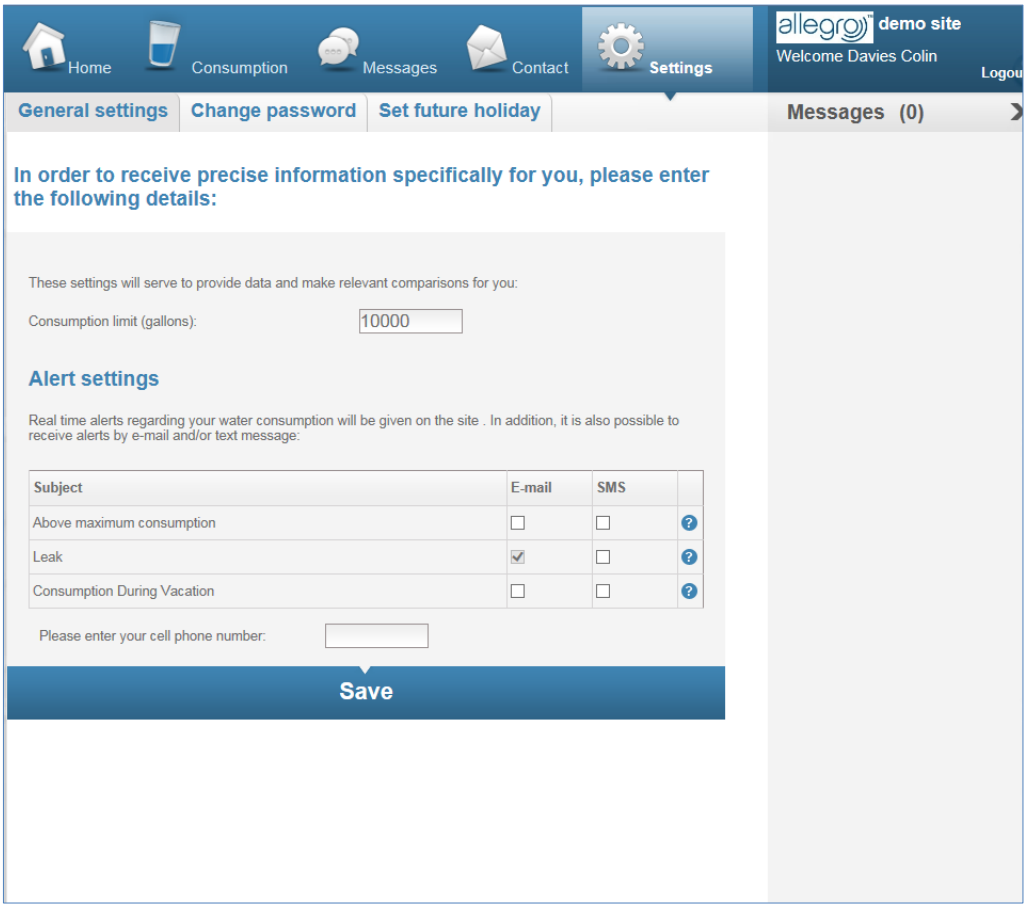


Once logged into your account you will be able to view your average **Monthly Consumption**, gain insight into your average household usage, be provided with an **End of Month Forecast**, as well as a comparative **Monthly Average** based on your current consumption behavior.

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GENERAL SETTINGS

Personal Alerts Preferences

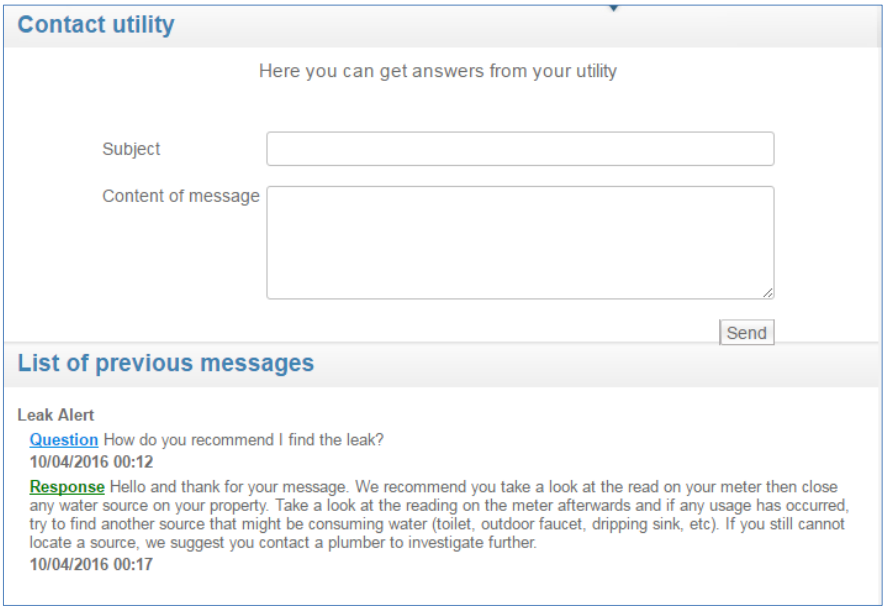


Easily customize your online account by selecting the **Settings** tab on the menu bar. Once selected you are able to create a personal **Consumption Limit** and enable real-time **Alert Settings** via **E-Mail** or **SMS** by simply selecting your preferred notification preferences and entering your cellular phone number.

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MESSAGE CENTER

Contacting Your Utility



Send direct messages to your utility through the My Water Advisor portal by simply clicking on the **Messages** tab located on the menu bar.

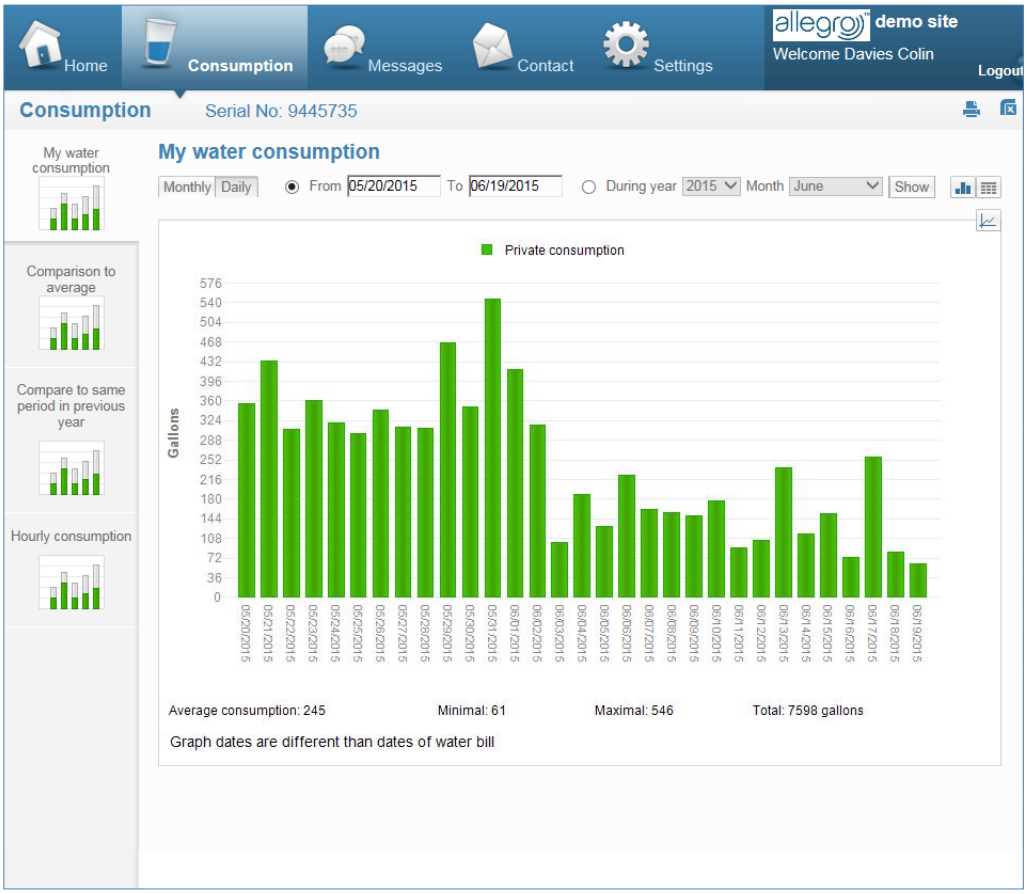
Responses from your utility can be accessed via email, My Water Advisor's online portal, or through your mobile phone app. Viewable items include;

1. Meter or system alerts (water leaks, irregular consumption, consumption during absence, etc.)
2. Direct messages from the utility customer to all user
3. Specific messages to you or answers to your questions

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AVERAGE DATA USAGE

Personal Consumption Behavior



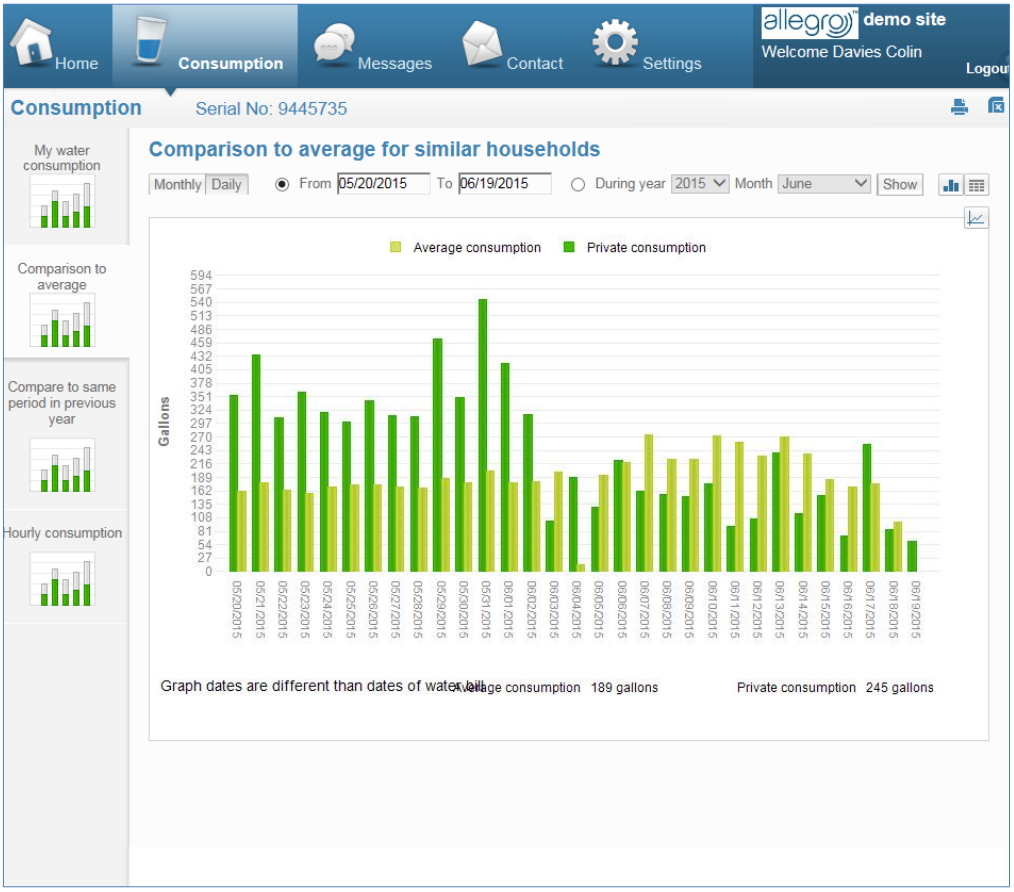
Dive a little deeper into your current water consumption behavior by clicking on the **Consumption** tab located in your menu bar. Here, you are able to view your current monthly water consumption. You can also access past history on a **Monthly, Daily, Hourly or Yearly** basis by selecting one of four tabs located in the **Consumption** menu window.

The consumption charts default to display your monthly usage. You can select a specific range of months and click **Show** to view only that data or you can click the **Daily** button to search and view usage for specific dates, such as your utility's specific billing period or a date range when you suspect your usage was abnormal

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COMPARATIVE USAGE

Personal Consumption in Context to Others



This exciting feature produces powerful conservation effects because as a homeowner, you can now understand how your personal consumption footprint is relative to an average of other ratepayers within your area.

To access this feature, select the **Comparison to Average** tab located in the **Consumption** menu window.

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MY WATER ADVISOR ALERTS

Keeping you informed



Once your Alert Settings are personalized My Water Advisor will begin sending you direct alerts to help you conserve water and save money. These personal alerts include:

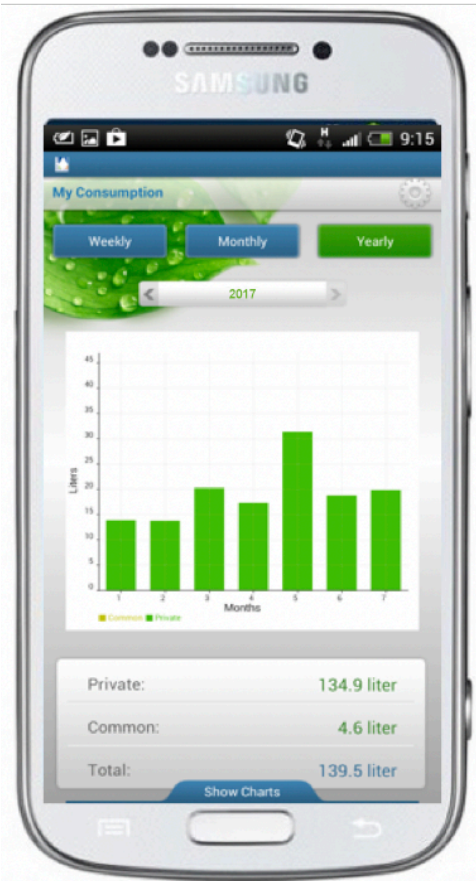
1. **Suspected Leak –** An alerts sent directly by the meter when a continuous 24 hour consumption is detected.
2. **Consumption Above Average –** This alert is activated if there is irregular water usage compared to your same period's average the previous year.
3. **Consumption Above Maximum –** Activated when water usage is above your consumer-defined limit.
4. **Consumption While Absent –** Receive a water usage alert during a specific time frame by defining an absence or holiday time period.

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MY WATER ADVISOR APP

Available for Download





My Water Advisor's mobile app is available for both iOS and Android and features include leak and budget alerts, as well as text notifications. To download this app simply enter **My Water Advisor** into your **App Store** search engine.

Enjoy Saving Water!

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For questions or service, please contact your local utility company or water supplier.

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